

Chief, Services Branch

11 May 1948

Acting Chief, FBIB

Servicing of Dictaphone Equipment at FBIB West Coast Bureau

1. Dictaphone Corporation A-2 plastic belt recording equipment is now in service at Reseda, California. It is understood that Dictaphone Corporation guarantees service on these machines for a period of one year.

2. Servicing at Reseda has been completely unsatisfactory. Chief, West Coast Bureau, reports that Dictaphone Corporation has only one man in southern California with any knowledge of the machines, and he is handicapped by having no manual or wiring diagram for guidance. To date it has not been possible to keep a single recorder in service during an entire eight-hour shift.

3. It is requested that action be taken to provide adequate servicing of this equipment in order to avoid serious interference with the operations of the Bureau.



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